# GOVERNMENT OF INDIA
# RAILWAYS
# LOK SABHA

UNSTARRED QUESTION NO:3929
ANSWERED ON:10.08.2016
Loading/Unloading of Goods
Khuba Shri Bhagwanth

**Will the Minister of RAILWAYS be pleased to state:**

(a) whether passengers are overcharged for loading and unloading of booked goods and articles;
(b) if so, the details thereof; and
(c) the steps taken by the Government to provide trolley and service porters at reasonable rates at stations?

## Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)

(a)&(b): There is no system of charging separately, from passengers, for loading and unloading of booked goods and articles, in parcel. Passengers only have to pay the fixed fare as published in parcel tariffs. The loading and unloading of goods articles is performed by the Railway either (i) through its regular staff of Porters/Hamals employed for the purpose; or (ii) through duly authorised contractors including labour co-operatives; or (iii) through Station Masters authorised in this behalf.

(c): Zonal Railways have been advised to introduce modern Luggage trolleys at the stations wherever feasible through sponsorship from Individuals, NGOs, Trusts, Charitable Institutions, Corporate and PSUs/Corporate Houses under their Corporate Social Responsibility. The trolleys have been handed over to licensed porters available at the stations for carrying luggage of passengers on payment of notified portrage charges.
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